



# **STATE OF INDIANA**

## **Request for Information 11-76**

**INDIANA DEPARTMENT OF ADMINISTRATION**

**On Behalf Of**

**INDIANA BUREAU OF MOTOR VEHICLES AND  
INDIANA BUREAU OF MOTOR VEHICLES  
COMMISSION**

**Solicitation For:**

**Alarm Monitoring Services**

**Response Due Date: July 6, 2010**

Steve Webb, Strategic Sourcing Analyst  
Indiana Department of Administration  
Procurement Division  
402 W. Washington St., Room W468  
Indianapolis, Indiana 46204

## **REQUEST FOR INFORMATION**

This is a Request for Information (RFI) issued by the Indiana Department of Administration (IDOA) in conjunction with the Indiana Bureau of Motor Vehicles (BMV) and Indiana Bureau of Motor Vehicles Commission (BMVC). This RFI requests responses for Alarm Monitoring Services. There will not be a contract resulting directly from this RFI; however, respondents to this RFI will be placed on the list of potential respondents and will receive an announcement of any Request for Proposal (RFP) that may arise from this RFI.

### **BACKGROUND**

The BMV/C is especially interested in procuring Alarm Monitoring Services that will provide security to 138 locations throughout the State of Indiana. This RFI, a step in the procurement process, has two key objectives: 1) Provide prospective respondents with general information regarding the statewide project and its targeted schedule and 2) Solicit respondent information that will help the BMV in the development of the resulting RFP.

### **SOLICITATION OF PRESENTATIONS**

Before accepting proposals for review in accordance with the usual procedures for the State, BMV/C is soliciting feedback from potential respondents to a RFP regarding the information presented in this RFI.

### **OBJECTIVE**

The BMV/C is seeking feedback on the information in this RFI. The BMV/C will consider any information received in response to this RFI in the construction of an RFP soliciting these commodities and services.

### **SPECIFIC NEEDS**

The RFP process will be open to all respondents regardless of their decision to participate in this RFI. The BMV/C seeks creative, high-level responses to the RFI components. The BMV/C is especially interested in receiving the following information from each respondent's RFI submission:

- Respondent's qualifications and related experience necessary to the following requirements;
  - A. The Contractor shall connect to, monitor, and maintain the security monitoring system (a "System") currently installed in each BMV/C branch as directed by the BMV/C. Each System shall contain the following basic components: two (2) door sensors, two (2) motion sensors, one (1) master control panel, one (1) digital English keypad, one (1) cellular backup unit, one (1) interior warning siren, three (3) panic button/hardwire holdup, one (1) RJ31X phone line connection, and one (1) 12 volt battery (the "Basic Components"). In the event the Contractor recommends more protection than is provided by the Basic Components to a System, the Contractor will notify the BMV/C Investigations Department for prior approval in order to make additions to the System.

B. The Contractor shall maintain functionality of cameras with DVR features throughout twenty (20) BMV/C locations.

C. The Contractor agrees that the BMV/C may choose to relocate a branch to a new facility. In such cases, Contractor shall relocate the cellular backup unit from the previous branch location and install it at the new branch location at no additional cost to the BMV/C; however, Contractor shall install and charge for the remaining Basic Components and any optional components approved by the BMV/C.

D. The Contractor shall perform 24-hour alarm and cellular backup unit monitoring services for each installed System. The monitoring services shall include monthly reports of use and testing, which Contractor shall provide at no additional cost.

E. The Contractor shall provide the BMV/C with a master code applicable to all installed Systems. Contractor shall maintain and keep this master code up-to-date for the life of this Contract. This service shall be at no additional cost.

F. The BMV/C shall provide the Contractor with the names of each BMV/C user who shall have a unique user access code to a particular System. The Contractor shall update user access codes for each particular System by adding users to or eliminating users from access to the System. This service shall be at no additional cost.

G. In case of a disaster, the Contractor's recovery plan is as follows:

- Contractor shall backup its monitoring system daily.
- Contractor shall maintain on-site generators and test them weekly.
- Contractor shall maintain a cellular backup for its landline telephone system.

H. Contractor shall perform repair services by completing all repairs by the end of the next business day from the day the BMVC called for service.

- Qualifications and related experience necessary to provide the aforementioned needs of the BMV/C
- Agreement to meet contractual requirements for any potential RFP
- Demonstration of corporate/financial stability and industry presence
- Comparable project references of similar scope and size
- Estimated cost of services

## **RESPONSES**

Firms interested in providing information to the BMV/C should submit **an original written response to:**

**Steve Webb  
Indiana Department of Administration  
Procurement Division  
402 West Washington Street, Room W468  
Indianapolis, IN 46204**

Responses must be received no later than **3:00 p.m. Eastern Time** on Wednesday, July 6, 2011. The outside of the package (envelope or box) should be clearly marked:

### **“RESPONSE TO REQUEST FOR INFORMATION 11-76”**

Any questions regarding this RFI must be submitted to the above address. Questions may also be submitted by fax at (317) 234-1281 or by e-mail to [rfp@idoa.in.gov](mailto:rfp@idoa.in.gov) no later than **3:00 p.m. Eastern Time** on Wednesday, June 15, 2011. Responses to all questions will be promptly prepared through a cooperative effort of IDOA and BMV/C. A copy of each question and answer will be posted to the State of Indiana website <http://www.in.gov/idoa/2788.htm>.

**Inquiries are not to be directed to any staff member of the BMV/C.**

Responses will be considered public information once a Request for Proposal (RFP) is complete. If an RFP is not undertaken, the responses are considered public once the decision is made.

Please note that Steve Webb is the State's single point of contact for this RFI.

Please note that the usual and customary procedures for selecting a vendor (issuance of an RFP) may follow this RFI. The process will be open to all providers irrespective of their participation or non-involvement in this information-gathering process.